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ABSTRACT

This document establishes a set of performance expectations based on current practices in administrative support occupations. It is designed to assist individuals, training providers, employers, management personnel, and professional organizations in matching knowledge, abilities, and interests to knowledge and skills required for success in administrative support careers. Skill standards are divided into three separate areas: occupation-specific knowledge, workplace behaviors, and technical skills. The document first describes the developmental process and summarizes results of a survey of 489 secretaries. The section on occupation-specific knowledge divides skill standards into these areas: communication, mathematics, and science. The workplace behavior section lists the behaviors in these categories: work ethics, interpersonal relationships, teamwork, and solving problems and critical thinking. The next section contains technical skills subdivided into core skills (organizing and planning functions, maintaining equipment and supplies, performing financial functions, managing records and files, communications, document production, information distribution, producing documents using desktop publishing, using operating systems) and occupation-specific skills (supervising personnel, preparing legal documents, providing medical services). A skill standard matrix follows that includes both core and occupation-specific technical skills. Each skill is matched to standards. Survey results are appended. (YLB)

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